

TECHNICIANS and NUMs building stronger partnerships to optimise imprest services

Melanie Anderson, Paula Doherty, Tracey Meares - John Hunter Hospital

Background

John Hunter Hospital has 650+ beds, 41 inpatient imprest areas with less than half having a ward pharmacist. Historically imprest reviews were annual and led mainly by “Magic Fairy” pharmacy staff with limited input from the ward. Annual imprest reviews alone are no longer adequate due to seasonal changes and the growing spread of outlier patients on wards.

Description

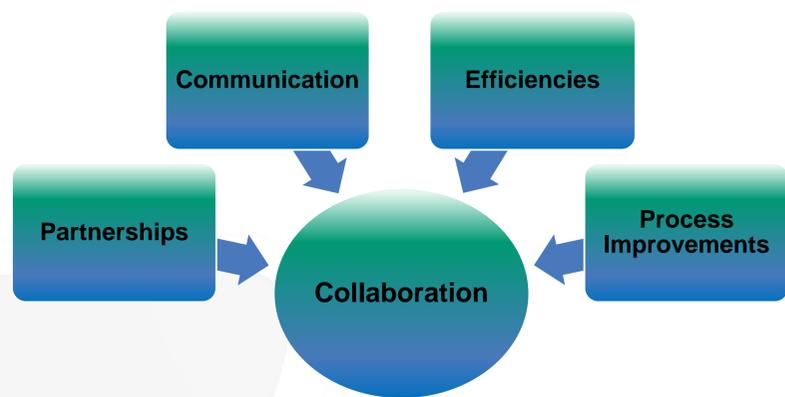
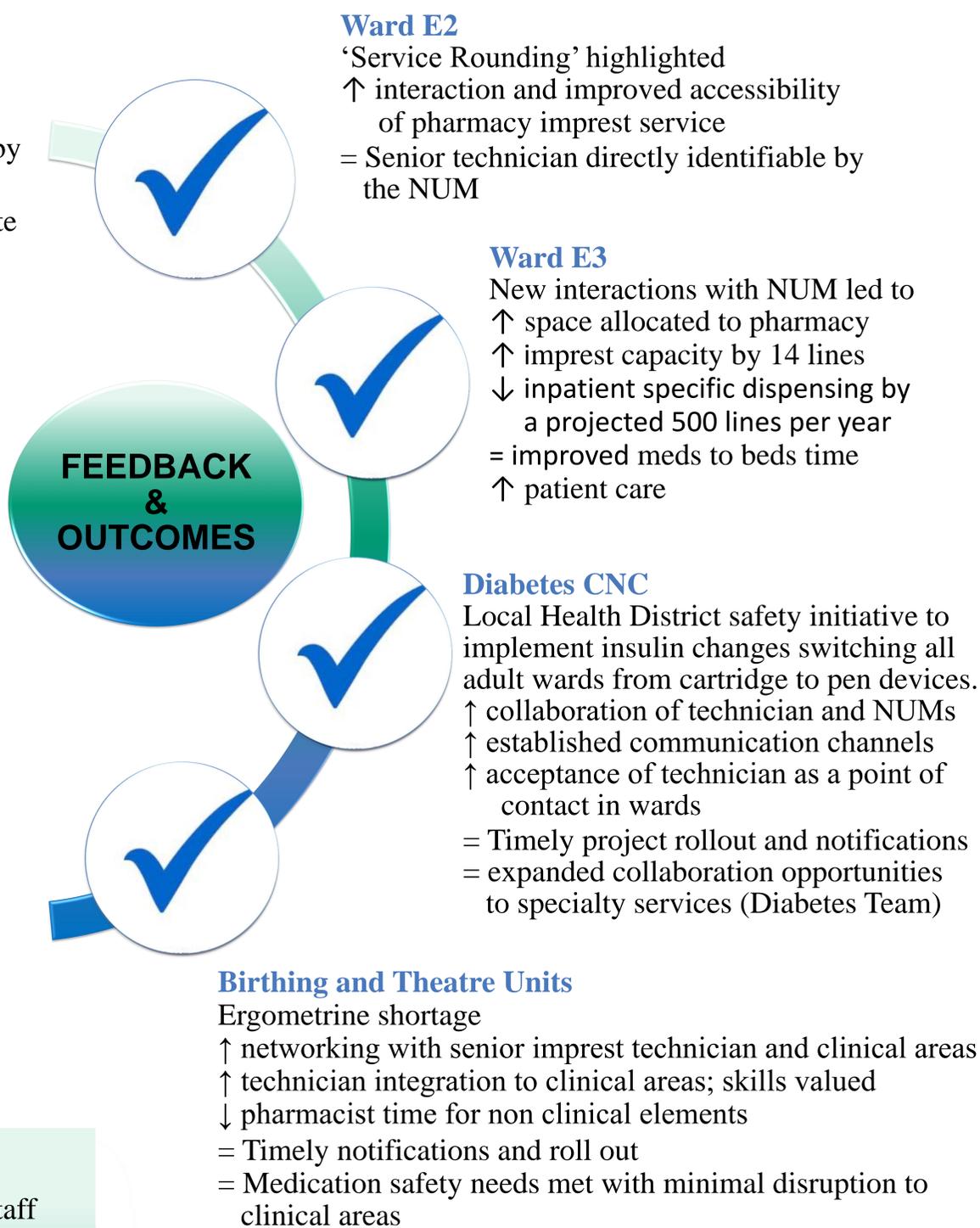
Implementing novel ways to build partnerships between the senior imprest technician and Nursing Unit Managers (NUMs) to optimise imprest services.

Action

- Opportunistic and scheduled meetings were established with senior imprest technician and NUMs
- Email communication implemented by senior imprest technician
 - Template for imprest adjustment information
 - Out of stock notifications
 - Medication safety updates
 - * Pharmacy management team also receive this communication weekly
- Database of all adjustments for reference is retained
- Direct contact details for senior imprest technician provided for clinical areas

Evaluation

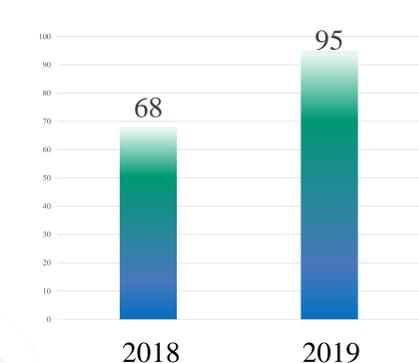
- Imprest lists optimised frequently allowing nursing staff more timely access to regularly used medicines
- Imprest changes made in ‘real time’
- Less delays in medication administration
- New alliances between senior imprest technician and NUMs has improved relations between nursing and pharmacy teams
- Senior imprest technician embedded in clinical areas added a valuable, consistent and direct ‘point of contact’ for pharmacy services
- Stronger partnerships enhanced understanding of needs of both services, benefitting all
- The NUMs acceptance of the senior imprest technician as a reliable pharmacy resource influenced greater acceptance in the wider clinical area
- Efficiencies improved by redirecting non-clinical tasks from pharmacists
- Direct access to the senior imprest technician by ward staff reduced phone calls and disruptions to the dispensary
- The increased workload for the senior imprest technician was positively offset with less double handling



% of NUMs actively participating in Imprest Reviews



% of NUMs having face to face interactions with the senior technician



This project not only continues to optimise imprest services, it encourages enhanced collaboration between pharmacy and clinical areas, is a great boost for pharmacy public relations and advocates for future enhancements of pharmacy services



Health
Hunter New England
Local Health District